

## Product warranty

- (a) Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- (b) The benefits provided to the Customer by SEW-Eurodrive under this warranty are in addition to other rights and remedies under a law in relation to the goods or services to which this warranty relates. All new Goods manufactured by SEW-Eurodrive that have been subjected to normal and proper use by the Customer are warranted only to be free from material defects in material and workmanship for a period of two years from the date of shipment to the Customer. For the avoidance of doubt, the warranty offered by SEW-Eurodrive, extends only in relation to material and workmanship.  
For the avoidance of doubt, this warranty will only apply to Repairs in relation to the material and workmanship associated with the Repairs, not to the Goods as a whole.
- (c) SEW-Eurodrive will use its reasonable endeavours to rectify at its cost any defect in the Goods notified to it during the warranty period.
- (d) In order to claim the warranty, the Customer should send the goods to its nearest SEW-Eurodrive Australian office (addresses below). SEW-Eurodrive will repair, replace or re-supply the Goods or Services, at its discretion.

Victoria/Tasmania	New South Wales /ACT	Queensland/NT	South Australia	Western Australia
27 Beverage Drive Tullamarine VIC 3043	9, Sleigh Place, Wetherill Park New South Wales, 2164	1 /34 Collinsvale St Rocklea, Queensland, 4106	9C Park Way Mawson Lakes, SA 5095	10 Colin Jamieson Drive Welshpool, WA 6106
PHONE: 1 300 739 287				
FAX: 03 99331003	FAX: 02 9725 9905	FAX: 07 3276 5102	FAX: 08 8161 4002	FAX: 08 9251 4903
EMAIL: <a href="mailto:enquires@sew-eurodrive.com.au">enquires@sew-eurodrive.com.au</a>				

- (e) SEW-Eurodrive will not be liable to rectify any defect in the Goods if, in SEW-Eurodrive's reasonable opinion:
- (i) the Goods have been altered or modified without SEW-Eurodrive's authorisation;
  - (ii) the defect is the result of or related to a failure of the Customer to comply with any of its obligations under SEW-Eurodrive's Terms and Conditions of Sale; or
  - (iii) the defect is the result of or related to the use of the Goods other than in accordance with SEW-Eurodrive's reasonable recommendations or directions.
- (f) Under this warranty SEW-Eurodrive is not liable for any loss or damage however arising as a result of the fault or defect in the Goods.
- (g) All costs involved in claiming the warranty, including the cost of freight to and from a **SEW-Eurodrive Australian office** listed above (except for the cost of rectifying the defect) is the responsibility of the Customer.
- (h) If any components or parts of the Goods are supplied to SEW-Eurodrive by other manufacturers, those Goods will only be subject to the warranty given by that manufacturer to SEW-Eurodrive and SEW-Eurodrive provides no warranty in respect of such Goods.